Avid DigiTest™ Guide

Version 11.0

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003, 192 Digital I/O, 192 I/O, 96 I/O, 96i I/O, Adrenaline, AirSpeed, ALEX, Alienbrain, AME, AniMatte, Archive, Archive II, Assistant Station, AudioPages, AudioStation, AutoLoop, AutoSync, Avid, Avid Active, Avid Advanced Response, Avid DNA, Avid DNxcel, Avid DNxHD, Avid DS Assist Station, Avid Ignite, Avid Liquid, Avid Media Engine, Avid Media Processor, Avid MEDIArray, Avid Mojo, Avid Remote Response, Avid Unity, Avid Unity ISIS, Avid VideoRAID, AvidRAID, AvidShare, AVIDstripe, AVX, Beat Detective, Beauty Without The Bandwidth, Beyond Reality, BF Essentials, Bomb Factory, Bruno, C|24, CaptureManager, ChromaCurve, ChromaWheel, Cineractive Engine, Cineractive Player, Cineractive Viewer, Color Conductor, Command|8, Control|24, Cosmonaut Voice, CountDown, d2, d3, DAE, D-Command, D-Control, Deko, DekoCast, D-Fi, D-fx, Digi 002, Digi 003, DigiBase, Digidesign, Digidesign Audio Engine, Digidesign Development Partners, Digidesign Intelligent Noise Reduction, Digidesign TDM Bus, DigiLink, DigiMeter, DigiPanner, DigiProNet, DigiRack, DigiSerial, DigiSnake, DigiSystem, Digital Choreography, Digital Nonlinear Accelerator, DigiTest, DigiTranslator, DigiWear, DINR, DNxchange, Do More, DPP-1, D-Show, DSP Manager, DS-StorageCalc, DV Toolkit, DVD Complete, D-Verb, Eleven, EM, Euphonix, EUCON, EveryPhase, Expander, ExpertRender, Fairchild, FastBreak, Fast Track, Film Cutter, FilmScribe, Flexevent, FluidMotion, Frame Chase, FXDeko, HD Core, HD Process, HDpack, Home-to-Hollywood, HyperSPACE, HyperSPACE HDCAM, iKnowledge, Impact, Improv, iNEWS, iNEWS Assign, iNEWS ControlAir, InGame, Instantwrite, Instinct, Intelligent Content Management, Intelligent Digital Actor Technology, IntelliRender, Intelli-Sat, Intelli-Sat Broadcasting Recording Manager, InterFX, Interplay, inTONE, Intraframe, iS Expander, iS9, iS18, iS23, iS36, ISIS, IsoSync, LaunchPad, LeaderPlus, LFX, Lightning, Link & Sync, ListSync, LKT-200, Lo-Fi, MachineControl, Magic Mask, Make Anything Hollywood, make manage move|media, Marquee, MassivePack, MassivePack Pro, Maxim, Mbox, Media Composer, MediaFlow, MediaLog, MediaMix, Media Reader, Media Recorder, MEDIArray, MediaServer, MediaShare, MetaFuze, MetaSync, MIDI I/O, Mix Rack, Moviestar, MultiShell, NaturalMatch, NewsCutter, NewsView, NewsVision, Nitris, NL3D, NLP, NSDOS, NSWIN, OMF, OMF Interchange, OMM, OnDVD, Open Media Framework, Open Media Management, Painterly Effects, Palladiium, Personal Q, PET, Podcast Factory, PowerSwap, PRE, ProControl, ProEncode, Profiler, Pro Tools, Pro Tools|HD, Pro Tools LE, Pro Tools M-Powered, Pro Transfer, QuickPunch, QuietDrive, Realtime Motion Synthesis, Recti-Fi, Reel Tape Delay, Reel Tape Flanger, Reel Tape Saturation, Reprise, Res Rocket Surfer, Reso, RetroLoop, Reverb One, ReVibe, Revolution, rS9, rS18, RTAS, Salesview, Sci-Fi, Scorch, ScriptSync, SecureProductionEnvironment, Shape-to-Shape, ShuttleCase, Sibelius, SimulPlay, SimulRecord, Slightly Rude Compressor, Smack!, Soft SampleCell, Soft-Clip Limiter, SoundReplacer, SPACE, SPACEShift, SpectraGraph, SpectraMatte, SteadyGlide, Streamfactory, Streamgenie, StreamRAID, SubCap, Sundance, Sundance Digital, SurroundScope, Symphony, SYNC HD, SYNC I/O, Synchronic, SynchroScope, Syntax, TDM FlexCable, TechFlix, Tel-Ray, Thunder, TimeLiner, Titansync, Titan, TL Aggro, TL AutoPan, TL Drum Rehab, TL Everyphase, TL Fauxlder, TL In Tune, TL MasterMeter, TL Metro, TL Space, TL Utilities, tools for storytellers, Transit, TransJammer, Trillium Lane Labs, TruTouch, UnityRAID, Vari-Fi, Video the Web Way, VideoRAID, VideoSPACE, VTEM, Work-N-Play, Xdeck, X-Form, and XMON are either registered trademarks or trademarks of Avid Technology, Inc. in the United States and/or other countries.

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Product features, specifications, system requirements, and availability are subject to change without notice.

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Avid DigiTest

Use Avid® DigiTest to run diagnostic hardware tests on your Pro Tools|HDX or Pro Tools|HD Native system. You can also use DigiTest to update the firmware for your Avid HD audio interfaces and SYNC peripherals.

Installing Avid DigiTest

Avid DigiTest is automatically installed when you install the Avid HD Driver version 11.0. You can also download the latest version of Avid HD Driver installer from www.avid.com/drivers.

After it is installed, Avid DigiTest resides in the following folder on your hard drive:

Mac

/Applications/Utilities/Avid DigiTest/

Windows

C:\Program Files\Avid\Pro Tools\Utilities\

⚠ *Before you run Avid DigiTest, mute or lower the volume of all output devices. Very loud digital noise may be emitted during the test.*

Launching Avid DigiTest

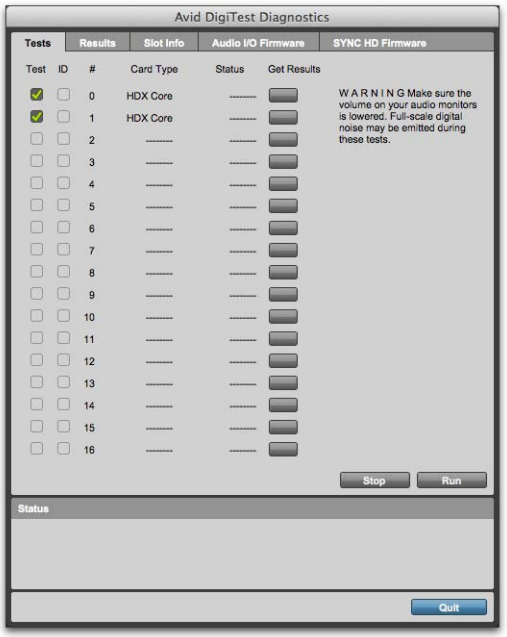
To launch Avid DigiTest:

1 Quit Pro Tools if it is running.

2 Mute or lower the volume of all output devices on your system.

3 Locate and double-click the DigiTest application icon.

Avid DigiTest opens and lists the supported Avid HD audio hardware found in your system.



Avid DigiTest Diagnostics window, Tests page (HDX shown)

⚠ *If you have a large number of cards or audio interfaces, it may take a while for the Avid DigiTest window to appear, as Avid DigiTest scans for all cards and interfaces connected to the system.*

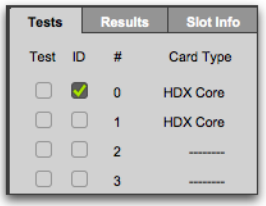
⚠ *The order in which cards are listed within Avid DigiTest may not match the actual slot locations of cards installed in your computer or expansion chassis. This is normal and does not affect Avid DigiTest operations in any way.*

Identifying Avid PCIe Cards

You can use Avid DigiTest to identify the Avid PCIe cards in your system. This is especially useful if you have multiple PCIe cards of the same type installed in your system (such as Avid HDX PCIe cards).

To identify Avid PCIe cards in your system:

1. Quit Pro Tools if it is running.
2. Launch the Avid DigiTest application.
3. Open your computer case or expansion chassis so you can see the top edge of the cards installed in your system.
4. In the Test page, select the ID check box next to a card name. The green LED near the top edge of the corresponding card flashes.



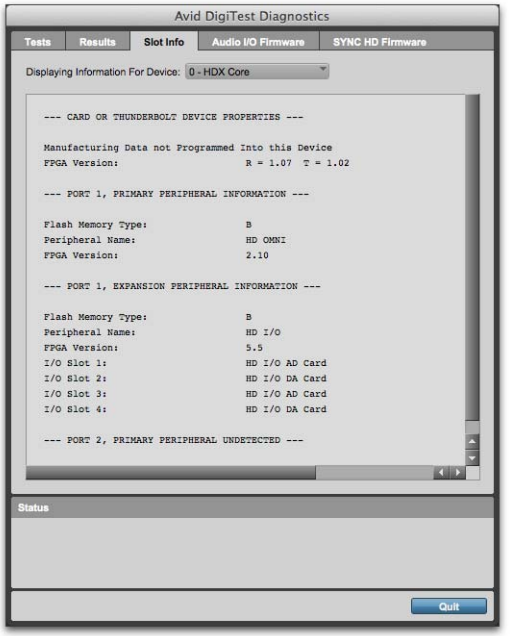
Selecting ID for a card in the DigiTest Tests window

Viewing Avid Hardware Information

Avid DigiTest can display identifying information such as serial number, date of manufacture, and firmware ROM version for each Avid PCIe card or Thunderbolt interface in your system. This information is useful if you need to contact Avid Customer Support about your Avid HD audio hardware.

To display information for Avid HD hardware in your system:

1. Quit Pro Tools if it is running.
2. Launch the Avid DigiTest application.
3. Click Slot Info.



Avid DigiTest Slot Info page

4. If you have multiple HDX cards in your system, select an HDX card Displaying Information for Device pop-up menu.

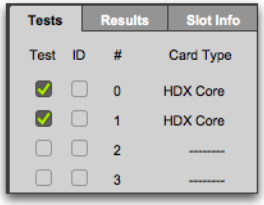
Testing Pro Tools Cards

To test Pro Tools cards:

1 Quit Pro Tools if it is running.

2 Launch the Avid DigiTest application.

3 In the Avid DigiTest Tests window, select the cards in your system you want to test by selecting Test in the left hand column for each card.



Selecting Test for a card in Avid DigiTest Tests page

4 Click Run.

The more cards and audio interfaces in your system, the longer the test will take.

LEDs on your digital interfaces may light up during this test. This is normal.

Viewing Test Results

To view the test results:

1 Do one of the following:

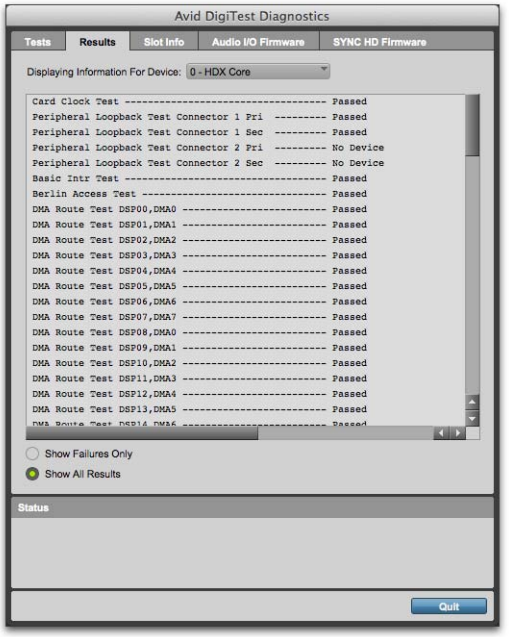
- Click the Get Results button next to a card name.
- Click Results and choose a card name from the pop-up menu.

2 In the Results page of the Avid DigiTest window, do one of the following:

- Click Show Failures Only to display failed tests for the selected card.
- Click Show All Results to display all test results for the selected card.

3 Click Quit to close DigiTest.

4 Restart your computer.



Avid DigiTest Results page

Errors and Undetected Cards

When using Avid DigiTest, the following errors or issues may occur:

- Avid DigiTest fails to launch.
- An error message has been displayed for a card in Avid DigiTest.
- A supported card is installed but not automatically detected during Avid DigiTest.

Card Not Detected

If a supported card is installed and is not automatically detected:

1. Quit Avid DigiTest.
2. Turn off the entire Pro Tools system.
3. Reinstall the card HDX or HD Native PCIe. For an HD Native Thunderbolt peripheral, check the Thunderbolt cable connection and make sure the peripheral is receiving power.
4. Check the card seating.
5. On Pro Tools|HDX systems, check the following:

- For systems with one or more cards, check the HDX card power cable connections to ensure that the cards are receiving power.
- For systems with two or more cards, check the HDX TDM cable connections.
- For systems with two or more cards, make sure at least one Avid HD audio interface is connected to the first port of the first card installed in the system, and that the interface is powered on.

6. Turn on the system.
7. Run Avid DigiTest again.

For information about installing cards, see the installation guide for your system.

Updating Audio Peripheral Firmware

Avid DigiTest can be used to update the firmware for your Avid HD audio interfaces. The following interfaces are supported:

- HD I/O
- HD MADI
- HD OMNI
- 192 I/O™
- 192 Digital I/O™
- 96 I/O™
- 96i I/O™

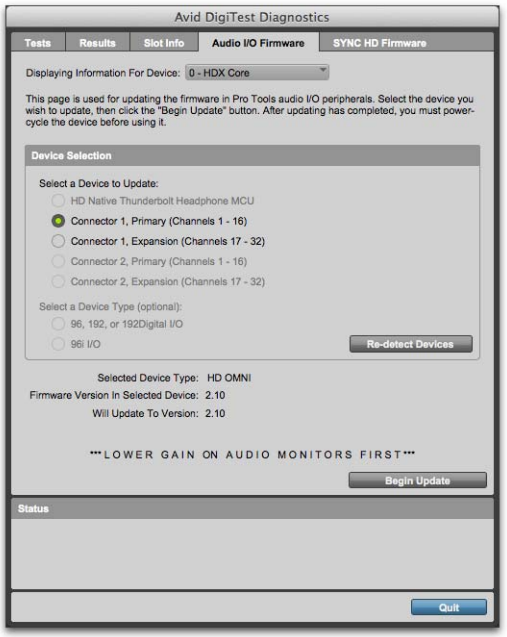
Within Avid DigiTest, the Audio I/O Firmware page tells you the firmware version for the selected peripheral and lets you update to a newer version, if necessary.

Avid DigiTest can also be used to reset the HD Native Thunderbolt Headphone MCU (*microprocessor unit*).

To update the firmware in an Avid HD audio interface:

1. Quit Pro Tools if it is running.
2. Launch the Avid DigiTest application.
3. Click Audio I/O Firmware.
4. Choose a card slot from the pop-up menu. If any Avid HD audio interfaces are connected to the card, the Primary or Secondary options will become available in the HD Peripheral section of the Firmware page.

If any connected interfaces are not recognized, check the connections and power to each interface and click Re-Scan.



Avid DigiTest Audio I/O Firmware page

5 Under Device Selection, select Primary or Secondary to view the firmware version for the corresponding interface. The firmware version is displayed just below the HD Peripheral section of the Firmware page.

6 If the firmware version is not current, click Begin Update to update the firmware in the selected audio interface.

The status of the firmware update process is displayed in the status area at the bottom of the Firmware page.

7 After the update process is complete, click Quit to close Avid DigiTest.

8 Power cycle any updated peripherals and restart your computer.

To reset the HD Native Thunderbolt MCU:

1 Quit Pro Tools if it is running.

2 Launch the Avid DigiTest application.

3 Click Audio I/O Firmware.

4 Ensure that HD Native TB is selected.

5 Select the HD Native Thunderbolt Headphone MCU option.

6 Click Begin Update to reset the HD Native Thunderbolt MCU.

The status of the update process is displayed in the status area at the bottom of the page.

7 After the update process is complete, click Quit to close Avid DigiTest.

8 Power cycle any updated peripherals and restart your computer.

Updating SYNC Peripheral Firmware

You can update the firmware on SYNC HD™ from the Avid DigiTest application.

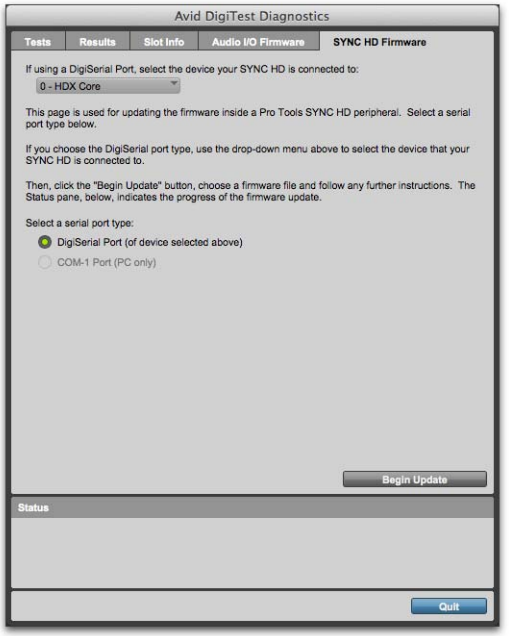
To update the firmware in a SYNC peripheral:

1 Quit Pro Tools if it is running.

2 Confirm that the SYNC peripheral is properly connected to your computer in one of the following ways:

- If it is connected to a Pro Tools system, it should be connected to the serial port on the first Avid HDX card in the system, HD Native card, or HD Native Thunderbolt peripheral (depending on which system you have).
- On Windows only, you can connect SYNC HD to a COM port on your PC for updating firmware.

3 Launch Avid DigiTest.



Avid DigiTest SYNC Firmware page

4 Click SYNC Firmware.

5 Make sure you have selected the HDX card to which the SYNC peripheral is connected from the pop-up menu. If you are using an HD Native system, the correct option should be set automatically.

6 Select the type of port connection for the SYNC peripheral (DigiSerial Port or COM Port).

7 Click Begin Update.

8 Follow the on-screen instructions to power cycle the SYNC peripheral while holding the Set button.

9 Navigate to the directory for Avid DigiTest and locate the firmware file that corresponds to the SYNC peripheral you are updating. The firmware file for SYNC HD has a file extension of .SYH (1st generation SYNC HD) or .SY5 (second generation SYNC HD).

Avid DigiTest automatically shows the correct firmware file type for your SYNC HD, so you don't need to choose between .SYH and .SY5 file types. Only the correct file type for your SYNC HD is available when updating firmware using Avid DigiTest.

10 Wait for the firmware update to complete. Do not power off the SYNC peripheral while the update is in progress.

11 When the update is complete, click Quit.

Avid
2001 Junipero Serra Boulevard
Daly City, CA 94014-3886 USA

Technical Support (USA)
Visit the Online Support Center at
www.avid.com/support

Product Information
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